

Northern Neck Middle Peninsula

Emergency Communications Centers & PSAP Managers Group

Participating Agencies

Counties of:

Essex

Gloucester

King William

King & Queen

Lancaster

Mathews

Middlesex

Northumberland

Richmond

Westmoreland

Town of West Point

TO: Mr. Steve Marzolf
E 9-1-1 Coordinator
Virginia Department of Technology Planning
Division of Public Safety Communication
110 South 7th Street, Suite 135
Richmond, VA 23219-3931

Friday, May 10, 2002

RE: Letter of Intent / Scope of Work

Dear Mr. Marzolf:

This letter is to provide notification that the above listed localities, have agreed to constitute a region. This group has received presentations from L. Robert Kimball and GeoComm related to their qualifications for the Project Management for Wireless Implementation. At a special meeting of the group, a majority of the members agreed to select L. Robert Kimball & Associates. Below is the "Scope of Works" for Phase I, as agreed by the member localities.

The members of the Northern Neck – Middle Peninsula Regional PSAP Group have authorized me to sign this letter on behalf of the group. Attached you will find confirmation from several locality's representative agreeing to both the letter of intent and scope of work.

If you or any member of the Wireless Services Board has any questions or concerns, please do not hesitate to contact me at 804-725-4501 or by e-mail at esmyth@co.mathews.va.us.

Sincerely,

Edward F. Smyth, Jr.
NMPSAP Representative

Scope of Work

The Northern Neck - Middle Peninsula PSAP Group requests the project management vendor conduct the following tasks:

Phase 1

1. Assess the ability of the PSAP's customer premise equipment (CPE) to support both the CAS and NCAS solution for wireless E-911 Phase 1. Make recommendations for upgrade, if necessary. Initiate strategic planning documents to take PSAPs to Phase 1 compliance.
2. Make initial contact with the 9-1-1 service provider (typically the LEC) and determine the readiness of the 9-1-1 selective router and ALI database.
3. Draft the Phase 1 request letters for each wireless service provider (WSP) doing business in the PSAP service area. Send copies of the requests to the 9-1-1 service provider and Wireless E-911 Services Board.
4. Draft a cost recovery funding request to the Wireless E-911 Services Board.
5. Coordinate review of service agreements or NDAs, if necessary.
6. Recommend appropriate number of wireless 9-1-1 trunks between the selective router and PSAP. Once the PSAP manager approves the quantity, coordinate ordering of the PSAP trunks.
7. Organize and facilitate (if necessary) an initial planning meeting between all stakeholders (PSAPs, 9-1-1 service providers, WSPs, CPE provider, etc.). The meeting should address service delivery method (CAS/NCAS), default and alternate routing, redundancy/reliability, ALI formats, cell sector naming conventions, identification of key contacts for each stakeholder, testing and cutover procedures, trouble reporting procedures, emergency notification procedures, and a schedule. A face-to-face meeting may not be necessary if the above information can be coordinated in other ways.
8. Coordinate the receipt and approval of cell sector address and routing information using maps and cell site listing provided by the WSP. This task will involve working with all PSAPs in the region and any PSAP that borders one of the regional PSAP to establish the proper routing for each cell site serving the region.
9. Manage the installation of the wireless 9-1-1 trunks and CPE upgrades needed in each PSAP to ensure that all work is completed within the six-month implementation window. Identify any delays and coordinate schedule changes with all stakeholders.
10. Manage the implementation of the Phase 1 service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis in an approved format.
13. Coordinate/provide training on Phase 1 call processing for the PSAPs.
14. Coordinate Phase 1 testing and cutover.
15. Assist PSAPs in the preparation of true-up documentation.

PHASE 1 TASKS

NORTHERN NECK - MIDDLE PENINSULA PSAP GROUP

Commonwealth Approved Tasks

1. Assess CPE for CAS/NCAS. Initiate Phase 1 strategic plan.
2. Contact LEC for Phase I Readiness
3. Prepare and send Phase I requests to wireless carriers and Board
4. Draft Cost recovery request for submission to Board
5. Review Service Agreements and NDAs
6. Define the number of wireless SR to PSAP 9-1-1 trunks Order trunks as approved by PSAP Manager.
7. Schedule initial planning meeting of all stakeholders (PSAPs, 9-1-1 service providers, WSPs, CPE provider, etc.). Determine CAS/NCAS, default and alternate routing, redundancy / reliability, ALI formats, cell sector naming conventions, identification of key contacts for each stakeholder, testing and cutover procedures, trouble reporting procedures, emergency notification procedures, and a schedule.
8. Gather and approve cell sector address and routing information using maps and cell site listing provided by the WSP.
9. Manage the installation of the wireless 9-1-1 trunks and CPE upgrades needed in each PSAP within the six-month implementation window.
10. Manage the implementation of the Phase I service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis.
13. Coordinate/provide training on Phase I call processing for the PSAPs.
14. Coordinate Phase I testing and cutover.
15. Assist PSAP in the preparation of true-up documentation.

	Essex County	Gloucester County	King & Queen County	King William County	Northumberland County	Richmond County	Lancaster County	Mathews County	Middlesex County	Westmoreland County	Town of West Point
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X

“X” in the box indicates work that needs to be performed or work completed but the PSAP manager desires it to be checked by the Project Manager